

Quality and sustainability management system policy

At CM HOTELS, we understand that quality service and sustainability are inseparable aspects of an excellent tourist experience. Our policy is based on the principles of ISO 22483, which aims to guarantee professional, safe, inclusive and customer-focused service, and is reinforced by our commitment to sustainability with Travelife certification.

We are committed to:

- 1-. To offer a quality service in all departments, ensuring professional, friendly, safe, multilingual, personalised and inclusive care that meets and exceeds our customers' expectations.
- 2- To actively listen to our customers, analysing their assessments and needs to promote the continuous improvement of our processes, facilities and services.
3. Train and motivate our staff, recognising that the human factor is key to excellence. We guarantee safe, fair and respectful working environments, promoting professional and personal development.
4. Act with environmental and social responsibility, minimising our impact through the efficient use of resources, pollution prevention, proper waste management and emission reduction.
- 5- Collaborate with the local community, promoting responsible consumption, local products and respect for cultural and natural heritage.
- 6- Ensure compliance with current legislation on quality, sustainability, safety, accessibility and human rights, promoting zero tolerance for any form of exploitation or discrimination.
- 7- Involve suppliers and customers in our commitment to sustainability and quality by sharing transparent information about our policies, objectives and achievements.
- 8- Maintain and effectively communicate our management system, ensuring that it is known, applied and reviewed by all teams, and accessible to interested parties who request it.

At CM HOTELS, we work every day to integrate service excellence with a responsible tourism model, for the benefit of our customers, our team, the community and the environment.



Abril, 2026